

Mental Health, Self Harm and Suicide Prevention Services

A Guide to Services in the Royal Borough of Windsor and Maidenhead

September 2018

www.rbwm.gov.uk



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It's OK to reach out for help...

If you need someone to talk to call the Samaritans on 116 123 (24hrs a day, every day)

If you need support from the Community Mental Health Team call 0300 365 0300

If you are concerned about your immediate safety or another person's safety call 999

Mental Health Support for Adults

Local Services

Community Mental Health Team (CMHT)

A range of services are provided by Berkshire Healthcare NHS Foundation Trust to support residents experiencing mental health difficulties. This includes people in crisis who need urgent support or treatment; patients who have long term serious mental health conditions and hospital services for people with mental illness.

You need to ask your GP, healthcare professional or social worker to refer you in to our service through our Common Point of Entry team.



0300 365 0300



**[www.berkshirehealthcare.nhs.uk/our-services/adult-healthcare/
community-mental-health-team/](http://www.berkshirehealthcare.nhs.uk/our-services/adult-healthcare/community-mental-health-team/)**

Opportunity Recovery College

Opportunity Recovery College provides innovative educational and learning opportunities for people in the Royal Borough who have mental illnesses. It is based on a recovery model and promotes joint working between service users, carers and staff. The goal of a recovery college is to empower people to become experts in their own recovery. All students of Opportunity Recovery College choose their learning pathway and are supported to discover their resourcefulness, develop new skills (or improve existing ones) and self-manage their mental health condition. The aim for someone engaging with this service is for them to take positive steps in their recovery journey. Guidance and support is offered throughout.

For more information please contact **Opportunity Recovery College at: Community Mental Health Team, Floor 4, Nicholson House, Nicholson Walk, Maidenhead SL6 1LD.**



01628 640200

Talking Therapies, Berkshire

Talking Therapies provide a free and confidential service for those suffering from anxiety, depression, phobias and stress. A team of advisors and therapists can help you to overcome life's difficulties and problems or manage them better. Therapy may include:

- Structured individual work
- Wellbeing courses and workshops
- Telephone support

 **0300 365 2000**

 **talkingtherapies@berkshire.nhs.uk**

 **www.talkingtherapies.berkshire.nhs.uk**

SHaRON (Support Hope and Recovery Online Network) *only available to Talking Therapies clients*

Talking Therapies clients can access a dedicated online social networking hub called SHaRON. It provides a confidential and anonymous environment for people to share their experiences and to talk to others in similar situations. Within SHaRON people can chat, post blogs, participate in forums or simply read what everyone else is talking about. **If you are a Talking Therapies client and would like to join, please speak to your therapist.**

Friends in Need in Windsor, Ascot and Maidenhead

Friends in Need want to help you manage your depression and anxiety by inviting you to try our uplifting, fun and free activities. We especially welcome older people, military families and those with long term conditions. Come and feel supported whilst having a chat and a cuppa with others who understand how you might be feeling. Our activities include:

- Local walks and picnics
- Arts and crafts
- Yoga
- Gardening project
- Social evenings e.g. pub quizzes and games nights
- Mindfulness for deep relaxation
- Monthly day trips to local attractions

To join our network or to find out more, call Debbie on:

 **07964 376 951**

 **debbie.workman@bucksmind.org.uk**

 **www.friendsinneed.co.uk/**

Men in Sheds

Men in Sheds is a social group where men can be productive, socialise and be part of their local community. A 'shed' is a place where men, can come along and take part in craft based activities similar to those they would do at home or in their own garden shed but with the bonus of other like-minded men providing good company. This weekly group grows plants and does carpentry and gardening. **Fridays 10-12.30pm at Boyn Grove Community Centre, Courthouse Road, Maidenhead, SL6 6JE.**

 **01628 640361**

 **chris.allen@berkshire.nhs.uk**

Other Services

Books on Prescription

Doctors and other health professionals (in partnership with the Royal Borough's library services) can prescribe self-help books on anxiety, depression, low self esteem, mood swings, anger, eating disorders, chronic fatigue and obsessive compulsive disorder. **For more information follow the link below.**

 **www3.rbwm.gov.uk/info/200197/libraries/450/books_and_reading/5**

Exercise on Prescription

Exercise on Prescription is a scheme in the Royal Borough in which doctors are able to prescribe exercise to those with conditions that benefit from it, such as asthma, depression or obesity. Exercise on prescription aims to prevent deterioration of conditions, and views exercise as a preventative health measure. **For more information, speak to your GP.**

Sport in Mind

Sport in Mind is an independent Berkshire mental health charity. Its aim is to use sport and physical activity to help aid the recovery of people experiencing a wide range of mental health problems by promoting mental wellbeing, improving physical health and combating social isolation. It provides participants with fun, weekly drop-in sport and physical activity sessions. The sessions are held in venues in Windsor and Maidenhead and include table tennis, badminton, Tai Chi, football and yoga.

These sessions are for people with a mental health diagnosis. You can be referred by your G.P or self refer.

 **07341 267740**

 **info@sportinmind.org**

 **www.sportinmind.org**

Ways into Work

The Royal Borough commissions Ways into Work to provide employment support to adults with a mental health need. They offer a supported employment service which uses a partnership model to help people with mental health needs to achieve sustainable long-term employment.

 **0300 561 0010**

 **www.waysintowork.com/**

National Helplines and Web Support

CALM

The Campaign Against Living Miserably offers confidential, anonymous and free support, information and signposting to men anywhere in the UK.

 **0800 58 58 58 (5pm - 12am every evening)**

 **www.thecalmzone.net/**

Combat Stress

Combat Stress is the Veterans' Mental Health Charity. They provide free specialist, clinical treatment and support to ex-servicemen and women.

 **0800 138 1619 (24 hours a day, every day)**

 **www.combatstress.org.uk/**

Mind

Mind provides advice and support to people with a mental health condition.

 **0300 123 3393 (9am - 6pm weekdays except Bank Holidays)**

 **info@mind.org.uk**

 **www.mind.org.uk**

SANE

Sane is a leading mental health charity. It works to improve the quality of life for anyone affected by mental illness.

 **0300 304 7000 (4.30pm - 10.30pm daily)**

 **info@sane.org.uk**

 **www.sane.org.uk**

Mental Health Support for Young People

Local Services

Child and Adolescent Mental Health Service (CAMHS)

CAMHS assess and treat young people with emotional, behavioural or mental health difficulties. CAMHS support covers depression, problems with food, self-harm, abuse, violence or anger, bipolar, schizophrenia and anxiety.

Referrals are accepted from all health, education, and children's services professionals.

 **0300 365 0300**

 **www.berkshirehealthcare.nhs.uk/camhs**

Windsor and Maidenhead Youth and Community Counselling Service

Windsor and Maidenhead Youth and Community Counselling Service is a charity providing free and confidential counselling via two agencies, Youth Talk in Windsor and Number 22 in Maidenhead. We work with young people and those people who care for them. We also support others in need within our community.

Number 22, 4 Marlow Rd, Maidenhead, SL6 7YR

 **01628 636661**

 **www.number22counselling.org**

**Youth Talk, Windsor Youth and Community Centre, 65 Alma Rd,
Windsor SL4 3HD**

 **01753 842444**

Wellbeing Team and Early Help Advisors

The Wellbeing Team and early Help Advisors offer a range of short-term, evidence based interventions for children and young people in Royal Borough schools. Interventions include: cognitive behavioural therapy strategies, counselling, play therapy, filial therapy and mindfulness. Requests for this support should be made via the Royal Borough's Early Help Hub.

 **01628 683 150**

 **mash@achievingforchildren.org.uk**

Family Friends

Family Friends is a charity that supports parents with young children (13 or under) needing short term help. It also supports children up to 18 years in armed service families. This can be for emotional or practical issues such as postnatal depression, stress or illness. Support is also available to children experiencing difficulties such as anxiety, bullying and low self-esteem. Family Friends run support groups for children aged 8 - 12:

- Anxiety Group – for children who are suffering with low level to moderate anxiety
- PICADA (Positive Intervention for Children Affected by Domestic Abuse) that works with children who have experience domestic abuse in their family

 **0300 800 1005**

 **info@family-friends.org.uk**

 **www.family-friends.org.uk**

Youth Service

The Youth Service offer a variety of services to children and young people aged 8-18 living in the Royal Borough. Support is available to those experiencing difficulties such as anxiety, bullying, poor friendships and low self-esteem. Support can be on a one to one basis for up to 8 sessions (requests for this should be made via the Early Help Hub) or through the Esteem Group.

The Esteem Group is a social group for children and young people who are suffering with low self esteem and is run from venues in Windsor, Ascot and Maidenhead.

 **01628 683964 (Youth Service)**

 **wamster@achievingforchildren.org.uk**

 **01628 683150 (Early Help Hub)**

 **mash@achievingforchildren.org.uk**

National Helplines and Web Support

ChildLine

Childline offer help and advice about a wide range of issues. Services include message boards, online chat with a counsellor and email support.

 **0800 1111**

 **www.childline.org.uk**

Kooth

Free, safe and anonymous online counselling service for young people.

 **www.kooth.com/ (12pm – 10pm weekdays and 6pm – 10pm weekends)**

The Mix

The Mix is the UK's leading support service for young people under 25. They will help you take on any challenge you're facing. As well as its helpline, it offers one-to-one chat, email support and telephone counselling.

 **0808 808 4994 (11am-11pm every day)**

 **www.themix.org.uk/**

Stem4

Stem4 is a charity dedicated to stemming teenage mental illness and supporting teenage mental health. It provides information on depression and anxiety, eating disorders, self harm, and addiction.

 **www.stem4.org.uk/**

Young Minds

Young Minds is the UK's leading charity committed to improving the wellbeing and mental health of children and young people.

Parents helpline

 **0808 802 5544**

 **www.youngminds.org.uk**

Other Resources

The Little Blue Book of Sunshine

This small guide has been written with the help of teenagers and is aimed at young people who are 14 and over. It has tips on dealing with stress, anxiety and depression as well as information on where to get local support.



www.eastberkshireccg.nhs.uk/wp-content/uploads/2017/05/ibbos-booklet-east-berks.pdf

Mental Health: Let's Talk the Talk - Parent Guide

This guide is for parents and carers. It looks at what is mental health? talking tips, when to seek help and local services.



www.eastberkshireccg.nhs.uk/wp-content/uploads/2018/03/Parents-Guide-RBWM-FW.pdf

Suicide Prevention Services/Crisis Support

Local Services

Crisis Resolution and Home Treatment Team (CRHTT)

Berkshire Healthcare NHS Foundation Trust's team provide support to individuals experiencing mental health crises who need urgent support or treatment. The service is designed to prevent unnecessary hospital admissions by helping people over the telephone, or through home visits.

 **0300 365 9999**

Samaritans (Slough, Windsor and Maidenhead)

Samaritans provide emotional support to anyone who is struggling to cope and needs someone to listen. In addition to their helpline, their local office in Slough offers the opportunity for face to face support.

Katharine House, 17 Uxbridge Road, Slough SL1 1SN

National Helpline

 **116 123 (24hrs a day, every day)**

Slough Branch

 **01753 531 011**

 **jo@samaritans.org**

 **www.samaritans.org/branches/sloughwindsormaidenhead**

Other Services

Maytree

Maytree is a registered charity supporting people in suicidal crisis in a non-medical setting in London. If you, or someone you know, could benefit from a one-off 4/5 night stay in a safe and confidential space, contact us.

 **020 7263 7070**

 **maytree@maytree.org.uk**

 **<http://www.maytree.org.uk/>**

The Listening Place

The Listening Place provides face-to-face support for those who feel life is no longer worth living. Anyone aged 18 years and over can be referred to The Listening Place. You can contact them direct or ask a professional to refer you.

The Listening Place, 3 Meade Mews, London SW1P 4EG

 **020 3906 7676**

 **administration@listeningplace.org.uk**

 **www.listeningplace.org.uk/**

Papyrus

Papyrus is a national charity for the prevention of suicide in young people under 35. Its HopeLineUK helpline is open to children, teenagers and young people who are worried about how they are feeling or anyone worried about a young person at risk of suicide.

 **0800 068 41 41 (10am - 10pm weekdays, 2pm - 10pm weekends and Bank Holidays)**

SMS: 07786 209697

 **pat@papyrus-uk.org**

 **www.papyrus-uk.org/**

Stay Alive app

This free app was developed for the Grassroots Suicide Prevention charity in Brighton. It is aimed at people with thoughts of suicide and people concerned about someone else. Most of the content is viewable offline, and parts of the app can be customised by the user to suit their personal needs.

 **www.prevent-suicide.org.uk/stay_alive_suicide_prevention_mobile_phone_application.html**

Self Harm Support

National Helplines and Web Support

Harmless

Harmless is a national voluntary organisation for people who self harm, their friends, families and professionals.

✉ info@harmless.org.uk

🖥 www.harmless.org.uk/

LifeSIGNS – Self-Injury Guidance & Network Support

LifeSIGNS is a small user-led charity creating understanding about self-injury. Founded in 2002, it's their mission to guide people who hurt themselves towards new ways of coping, when they're ready for the journey. They have a range of factsheets about self-injury.

🖥 www.lifesigns.org.uk/

National Self Harm Network Forum

The aims of this forum are to:

- Support individuals who self harm to reduce emotional distress and improve their quality of life
- Support and provide information for family and carers of individuals who self harm
- Raise awareness of the needs of people who self harm, dispel myths and combat discrimination
- Empower and enable those that self harm to seek alternatives to self harm and further help where appropriate

🖥 www.nshn.co.uk/

SelfharmUK

SelfharmUK provide advice information and online support for young people who self harm.

🖥 www.selfharm.co.uk/

Self injury Support

Self injury Support is a national organisation that supports girls and women affected by self-injury or self-harm. It provides confidential non-judgmental emotional support around self-injury.

 **0808 800 8088 (7pm - 9.30pm Tuesday, Wednesday & Thursday)**

Text 0780 047 2908

 **www.selfinjurysupport.org.uk/**

Other Resources

Calm Harm app

This free app was developed for the Stem4 charity and is aimed at teenagers. It provides tasks that help them to resist or manage the urge to self harm.

 **<https://calmharm.co.uk/>**

Little Box of Distractions

This is a small charity that sends out boxes containing a selection of items to help distract people from self-harming. The boxes are free, but £3 is charged for post and packaging.

 **www.littleboxofdistractions.wordpress.com/**

Bereavement by Suicide Support

Alliance of Hope for Suicide Loss Survivors

The Alliance of Hope for Suicide Loss Survivors provides healing support for people coping with the shock, excruciating grief and complex emotions that accompany the loss of a loved one to suicide.

 www.allianceofhope.org

Facing the Future

The Facing the Future service has been developed by Samaritans and Cruse Bereavement Care to help support people who have been bereaved by suicide. Facing the Future support groups will give you the opportunity to meet others who have lost someone to suicide and share your experiences and feelings. The nearest group is in London.

 **020 8939 9560**

 info@facingthefuturegroups.org

 www.facingthefuturegroups.org

Support after Suicide

A website with details of organisations across the UK who offer support to people who have been bereaved or affected by suicide, and information about relevant resources.

 <http://supportaftersuicide.org.uk/>

Survivors of Bereavement by Suicide (SOBS)

SOBS offers support for those bereaved or affected by suicide. Their helpline and email support service are staffed by trained volunteers who have been bereaved by suicide. There are support groups in Henley-on-Thames and Wokingham.

 **0300 111 5065 (9am - 9pm weekdays)**

 sobs.support@hotmail.com

 <https://uksobs.org/>

Other Resources

Help is at Hand Guide – Support after someone may have died by suicide

People who have been bereaved by suicide have used their experiences to produce this support guide to help others affected by someone taking their own life. It provides people affected by suicide with both emotional and practical support.



www.supportaftersuicide.org.uk/wp-content/uploads/2016/09/England-Help-is-at-Hand.pdf

***Beyond the Rough Rock* - Supporting a Child who has been Bereaved through Suicide (£5.99)**

Explaining to a child that someone has died by suicide is possibly one of the most difficult situations that a parent or carer might ever face. This booklet offers practical advice for families in the immediate days and weeks when suicide has been the cause of death.



www.shop.winstonswish.org.uk/collections/books/products/beyond-the-rough-rock

Health Talk Online

Broadcasters Libby Purves and Paul Heiney whose son died by suicide, introduce films of other people sharing their experiences and thoughts about bereavement by suicide. Issues discussed include: finding out, telling others, the inquest and support from family and friends.



www.healthtalk.org/peoples-experiences/dying-bereavement/bereavement-due-suicide/topics

Bereavement Support for Families and Children

Child Bereavement UK

Child Bereavement UK supports families and educates professionals when a baby or child of any age dies or is dying, or when a child is facing bereavement.

Our support team can be contacted by phone

 **0800 02 888 40 (9am - 5pm Monday to Friday)**

 **support@childbereavementuk.org**

 **www.childbereavementuk.org**

Daisy's Dream

Berkshire charity Daisy's Dream supports children and their families who have been affected by the life-threatening illness or bereavement of someone close to them. It offers telephone support, one to one support for young people and group events.

 **0118 934 2604**

 **www.daisysdream.org.uk**

Thames Valley Cruse Bereavement Care

Thames Valley Cruse Bereavement Care provides free support to adults and children pre and post bereavement. It also provides walk-in locations, support and friendship groups to help you with your loss.

 **01344 411919**

 **www.cruse.org.uk/tvb**

Cruse National Helpline

0808 808 1677 (9.30am - 5pm Mon and Fri, 9.30am - 8pm Tues, Wed and Thurs)

The Compassionate Friends

The Compassionate Friends support people when a child of any age dies. They have support groups in Virginia Water and Marlow.

 **0345 123 2304 (10am - 4pm and 7pm - 10pm every day)**

 **helpline@tcf.org.uk**

 **https://www.tcf.org.uk/**

Winston's Wish

Winston's Wish has been supporting bereaved children since 1992. It offers guidance and support to children and their families.

 **08088 020 021 (9am - 5pm Monday to Friday (except Bank Holidays))**

 **askmailbox@winstonswish.org**

 **www.winstonswish.org.uk**

Other Resources

Grief app

This free app has been developed for Child Bereavement UK and is aimed at 11-25 year olds who have been bereaved of someone important to them. It can also be used by friends, teachers, parents and professionals who would like to know how to support bereaved young people. The app has information about bereavement, grief, feelings and how others can help.

 **www.childbereavementuk.org/our-app/**

Support Services for Older People

Age Concern Slough and Berkshire East (ACSABE)

ACSABE provides a weekly lunch club at St Marks Methodist Church in Maidenhead and runs the Age Concern Day Care Centre in Old Windsor. At the day centre, a range of activities take place and a freshly cooked hot lunch is available.

9.00am - 3.00pm Monday, Tuesday, Thursday and Friday

27b Straight Road, Old Windsor, SL4 2RW

 **Age Concern Day Care Centre 01753 854 117**

 **ACSABE 01753 822890**

 **www.ageconcernsabe.org.uk/**

Age Concern Windsor (Age UK)

Age Concern Windsor runs this friendly day centre for older people. There are lots of activities going on including exercises, games, talks and information sessions. A three course freshly cooked lunch is available along with refreshments throughout the day. A new Sunday lunch club runs on the second Sunday of each month from 10.30am - 2pm.

9.30am - 2.30pm Tuesday – Friday

Spencer Denney Centre, Park Corner, Clewer Hill Road, Windsor SL4 4EB

 **01753 860685**

 **info@ageconcernwindsor.org.uk**

 **www.ageconcernwindsor.org.uk**

Men's Matters

Men's Matters are a support group for older men. They hold weekly drop-in meetings in Windsor and Maidenhead.

Windsor Group

2 - 4pm Mondays, All Saints Church, Dedworth Road, Windsor SL4 4JW

Maidenhead Group

2 - 4pm Wednesdays, Maidenhead Community Centre, York Centre, 42 York Road, Maidenhead SL6 1SH

 **07843 554 734**

 **Mensmatterswindsor50@gmail.com**

 **www.facebook.com/mens.matterswindsor**

Maidenhead Care

Maidenhead Care are a local charity providing good neighbour help and practical support for the elderly, unwell or disadvantaged people of Maidenhead within a 3 mile radius of the town centre. Our volunteers can provide transport for those unable to access public transport to medical appointments. We can also provide a friendly ear for someone who is lonely and would welcome a visit from a volunteer and a cup of tea together.

 **07538 418 448 (9am - 5pm weekdays)**

 **www.maidenheadcare.org.uk**

The Silver Line

The Silver Line is a free, confidential helpline providing information, friendship and advice to older people.

Open 24 hours a day, every day of the year.

 **0800 4 70 80 90 (24 hours a day, every day)**

 **www.thesilverline.org.uk**

Alcohol and Drug Services

Local Services

Resilience

Resilience offers a range of services which can help you to safely reduce or stop your alcohol and/or drug use. If you live in the Royal Borough of Windsor & Maidenhead and are experiencing problems with alcohol and/or drugs, contact Resilience for a free and confidential service.

Resilience, Reform Road, Maidenhead SL6 8BY

 **01628 796733**

 **admin@resilience-rbwm.org.uk**

Young People's Substance Misuse Service (YPSMS)

The YPSMS offers free and confidential information, advice and one to one support to young people living in the Royal Borough who are using drugs and alcohol.

 **01628 796518**

 **07766 628970**

 **wamster@achievingforchildren.org.uk**

National Helplines and Web Support

Alcoholics Anonymous

Alcoholics Anonymous are a fellowship of men and women who share their experiences and help others to recover from alcoholism.

 **0800 917 7650**

 **www.alcoholics-anonymous.org.uk**

Drinkline

Drinkline is the national alcohol helpline.

 **0300 123 1110 (9am - 8pm weekdays, 11am - 4pm weekends)**

DrugFAM

DrugFAM is a local charity that provides support to families, friends and carers who are struggling to cope with a loved one's addiction.

 **0300 888 3853 (9am - 9pm every day)**

 **www.drugfam.co.uk**

National Drugs Helpline – FRANK

The National Drugs helpline provides 24/7 support while FRANK provides web based information and advice about drugs.

 **0300 123 6600 (24 hours a day, every day)**

 **www.talktofrank.com**

Other Useful Contacts

Citizens Advice Bureau (CAB)

The Citizens Advice Bureau helps people resolve legal, money and other problems by providing free independent and confidential advice.

4 Marlow Road, Maidenhead SL6 7YR

Windsor Library, Bachelors Acre, Windsor SL4 1ER (Thursday mornings for booked appointments)

 **03444 111 444**

 **www.maidenheadcab.org.uk**

The Dash Charity

The Dash Charity helps individuals and families affected by domestic abuse. They provide confidential advice and support. If you or someone you know needs our help, or just someone to talk to, please call.

 **01753 549865**

 **www.thedashcharity.org.uk**

Debt Support Trust

The Debt Support Trust are a national charity who advises on suitable debt solutions.

 **0800 085 0226**

 **www.debtsupporttrust.org.uk**

Relate (Maidenhead)

Relate provide relationship advice and counselling.

4 Marlow Road, Community Centre, Maidenhead SL6 7YR

 **01628 625320**

 **www.relate.org.uk**

SIGNAL for Windsor, Ascot and Maidenhead Carers

SIGNAL provides free information, advice and support for unpaid carers in the Royal Borough. There are monthly carers support groups in Windsor, Maidenhead, Datchet and Sunningdale/Ascot. There is also a monthly Asian Ladies group and a weekly support group for those with dementia and their carers.

 **01628 947974**

 **waminfo@signal4carers.org.uk**

 **www.signal4carers.org.uk**

The Survivors Trust

The Survivors Trust support survivors of rape, sexual violence and childhood sexual abuse.

 **0808 801 0818**

 **www.thesurvivorstrust.org**

Thames Valley Positive Support (TVPS)

Thames Valley Positive Support provide HIV testing and support across Berkshire.

 **01628 603 400**

 **office@tvps.org.uk**

 **www.tvps.org.uk**

Victim Support

Victim Support provide confidential help for anyone affected by crime.

 **0808 1689 111**

 **www.victimsupport.org.uk**

Healthwatch Windsor, Ascot and Maidenhead

Have your say about the local health and social care services in your area.

 **01753 851725**  **http://www.healthwatchwam.co.uk/**

This directory was produced by the Royal Borough's Public Health Team.

For more information, please contact:

 **01628 683520**  **publichealth@rbwm.gov.uk**